

**Answers to all Questions submitted to the Connecticut Health Insurance
Exchange D/B/A Access Health CT, Request for Proposals (RFP) for Access
Health CT Small Business Lead Agency**

Posted November 2, 2016

Question:

SLA 5 says the standards for Sales Lead completion is 50%. Does that mean that is we receive 100 sales leads from AHCT that we would be required to complete a sale through the Shop program for 50 of those calls?

Answer:

Service Level Agreement 5 should read:

The Lead Agency shall incorporate standards for Sales Lead completion. The standard **(20%)** shall not include calls that relate to service related issues.

If 100 sales leads are provided from Access Health CT Small Business, 20 of those groups should be converted over to a sale to meet the standard.